

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Kumar et al. Art Unit : 2109  
Serial No. : 10/804,320 Examiner : Quan M. Nguyen  
Filed : March 18, 2004 Conf. No. : 7310  
Title : CUSTOMIZATION OF AN INTERACTION CENTER MANAGER'S  
GRAPHICAL DASHBOARD

**Mail Stop Amendment**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT IN REPLY TO ACTION OF FEBRUARY 12, 2007

Please amend the above-identified application as follows: